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United States Department of State

Bureau of Information Resource Management (IRM)

Business Information Database System (BIDS)

Government and Business Users Registration Guide

Prepared by: IRM
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1. Introduction

This document explains how Government and US Business Users need to register their Business Information Database System (BIDS) account for using Okta Verify Multi-Factor Authentication (MFA). It is important to note that BIDS now requires MFA which entails using a Department of State (DOS) Okta account. This registration is a one-time process and once you successfully have registered, you do not have to do this again. Enrolling in DOS Okta is also included in this guide.

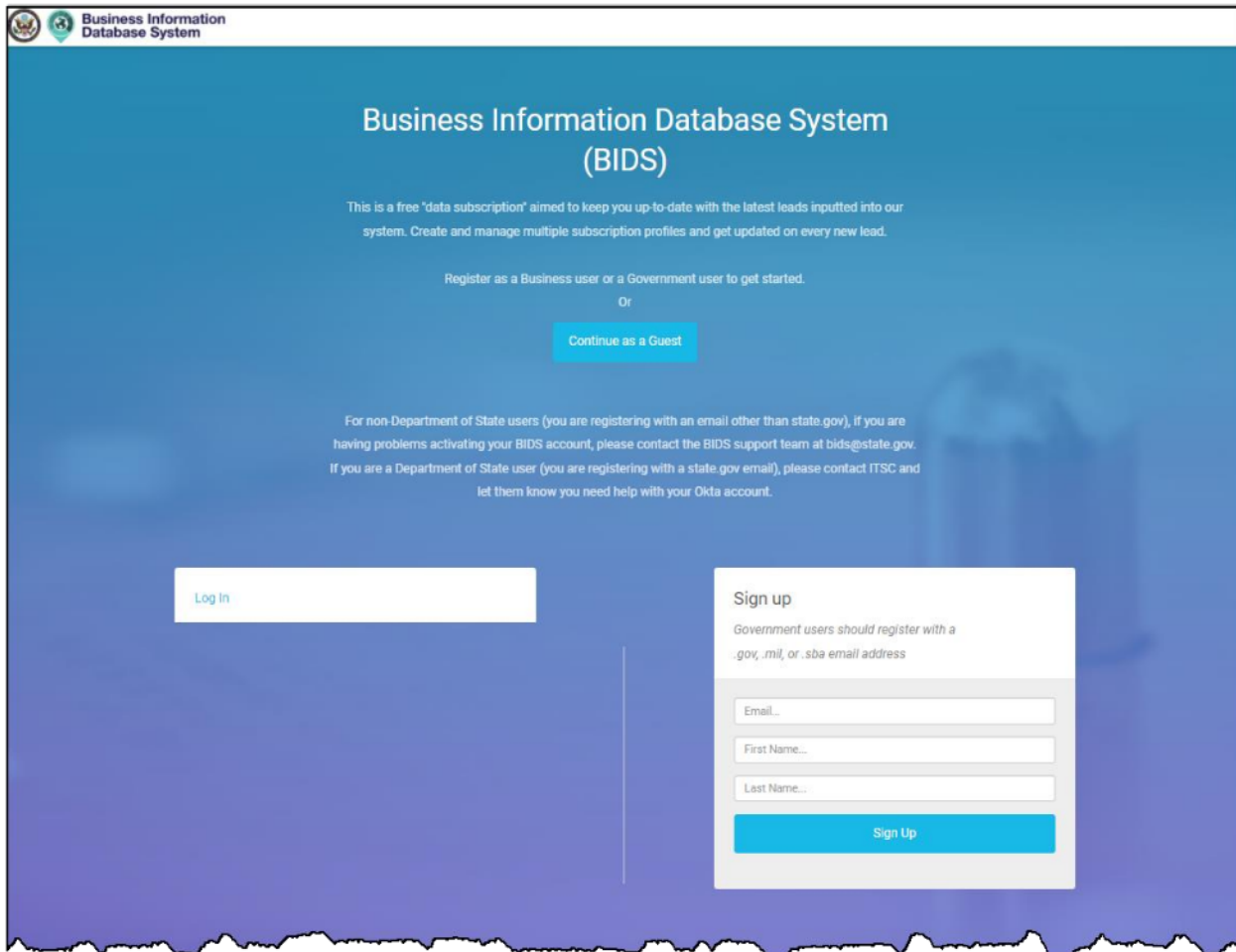
1.1 BIDS Registration Support

For questions or assistance with this registration process, please contact DOS's Economic Bureau (EB) via email: BIDS@state.gov.

1.2 BIDS Government and Business User Registration

To register as a Government or US Business User for the BIDS application, perform the following steps:

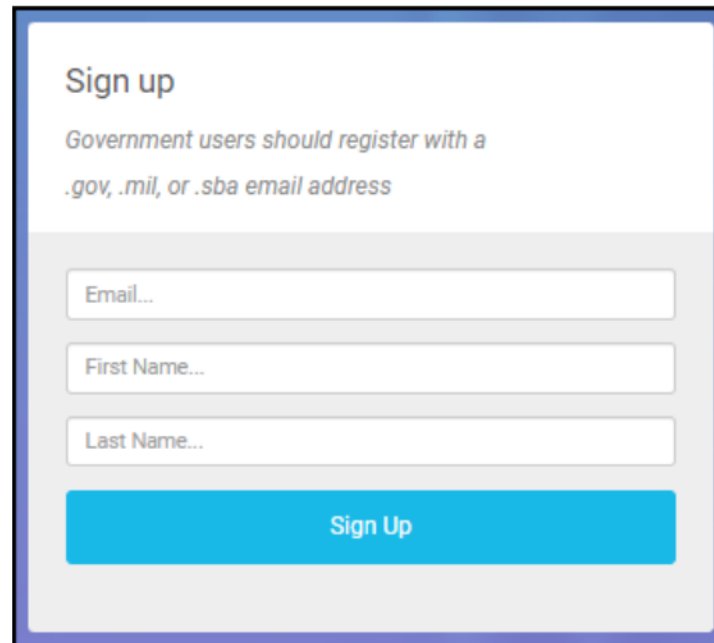
1. Use a Google Chrome web browser to navigate to the BIDS application at <https://bids.state.gov>. **Result:** The BIDS Landing Page appears.



The screenshot shows the BIDS Landing Page. At the top left is the 'Business Information Database System' logo. The main heading is 'Business Information Database System (BIDS)'. Below this, a paragraph states: 'This is a free "data subscription" aimed to keep you up-to-date with the latest leads inputted into our system. Create and manage multiple subscription profiles and get updated on every new lead.' Below this paragraph are two links: 'Register as a Business user or a Government user to get started.' and 'Or Continue as a Guest'. Further down, a paragraph provides contact information: 'For non-Department of State users (you are registering with an email other than state.gov), if you are having problems activating your BIDS account, please contact the BIDS support team at bids@state.gov. If you are a Department of State user (you are registering with a state.gov email), please contact ITSC and let them know you need help with your Okta account.' At the bottom, there are two main sections: 'Log In' on the left and 'Sign up' on the right. The 'Sign up' section includes a note: 'Government users should register with a .gov, .mil, or .sba email address' and three input fields for 'Email', 'First Name', and 'Last Name', followed by a 'Sign Up' button.

Figure 1: BIDS Landing Page

2. In **Sign up** section, enter your **Email** address, a **First Name**, and **Last Name** in the respective field text boxes.



The image shows a 'Sign up' form on a landing page. The form is titled 'Sign up' and includes a note: 'Government users should register with a .gov, .mil, or .sba email address'. Below this note are three text input fields labeled 'Email...', 'First Name...', and 'Last Name...'. At the bottom of the form is a large blue button labeled 'Sign Up'.

Figure 2: BIDS Landing Page – Sign up Section

3. Click the **Sign Up** button. **Result:** Depending upon your situation, the following message appears.
 - a. **Already Enrolled Okta Verify:** The **BIDS Activation Email Page** appears letting you know your activation will expire in seven (7) days. You need to open your activation email and follow its instructions to activate your BIDS account.

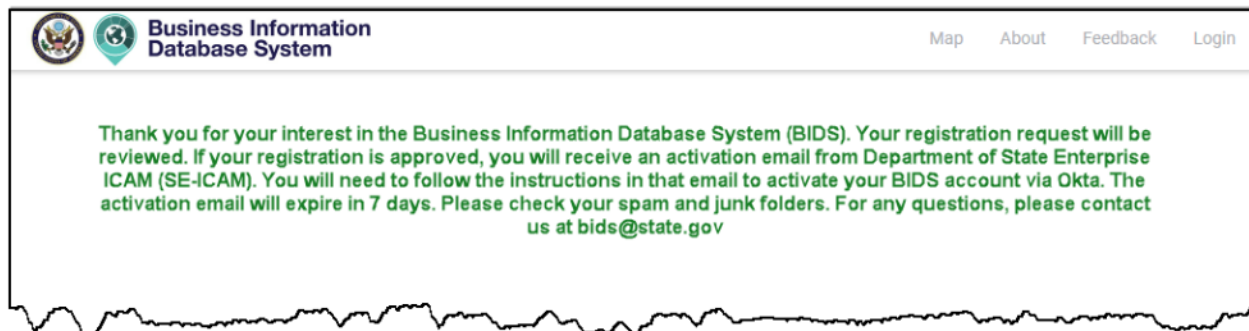


Figure 3: BIDS Sign Up – Activation Email Page

- b. **Not Enrolled in Okta Verify:** The **BIDS Registration Email Page** appears letting you know your registration has been approved by an admin in which you will receive an email. You need to open your registration email and follow its instructions.

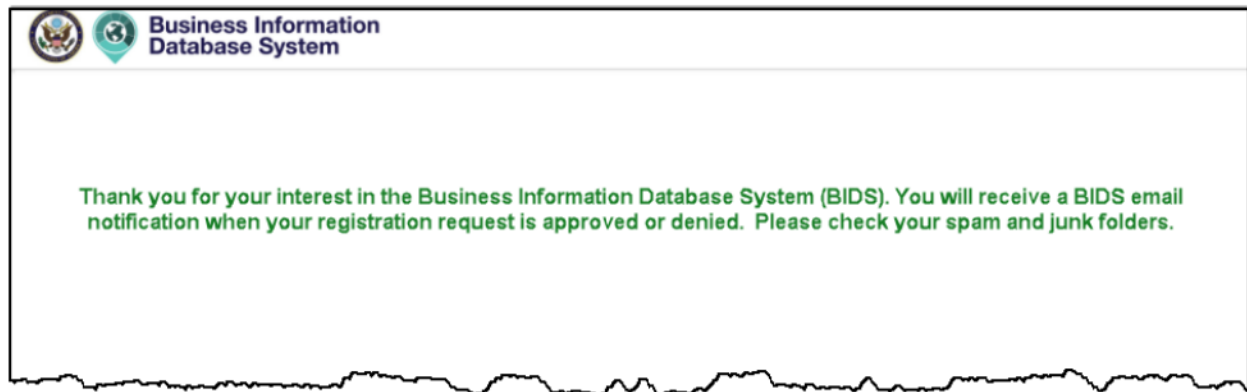


Figure 4: BIDS Sign Up – Registration Email Page

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2. Enrolling in DOS Okta

DISCLAIMER: To use BIDS, you must have a DOS Okta account. If you are NOT yet enrolled with DOS Okta, you need to follow the steps in this section. If you are already enrolled in DOS Okta, skip this section and proceed to Section 3.

If you need to enroll in DOS Okta, perform the following steps:

1. On your smartphone/mobile device, download the **Okta Verify** app.
 - a. [iOS link](#)
 - b. [Android link](#)

Note: Okta Mobile is a separate app – you do not need it for enrollment.

2. On your computer/tablet, open the email invite you received from Okta (which was sent to the email address you used in Section 1.2 BIDS Government and Business User Registration).
3. Click the **Activate SE-ICAM Account** button. **Result:** A browser page appears with the Okta Welcome Page – Create My Account.

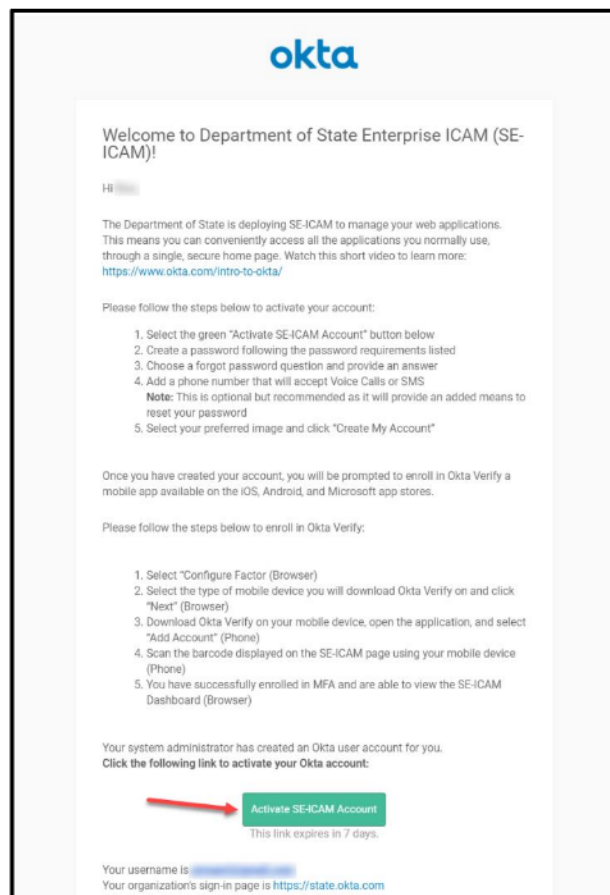
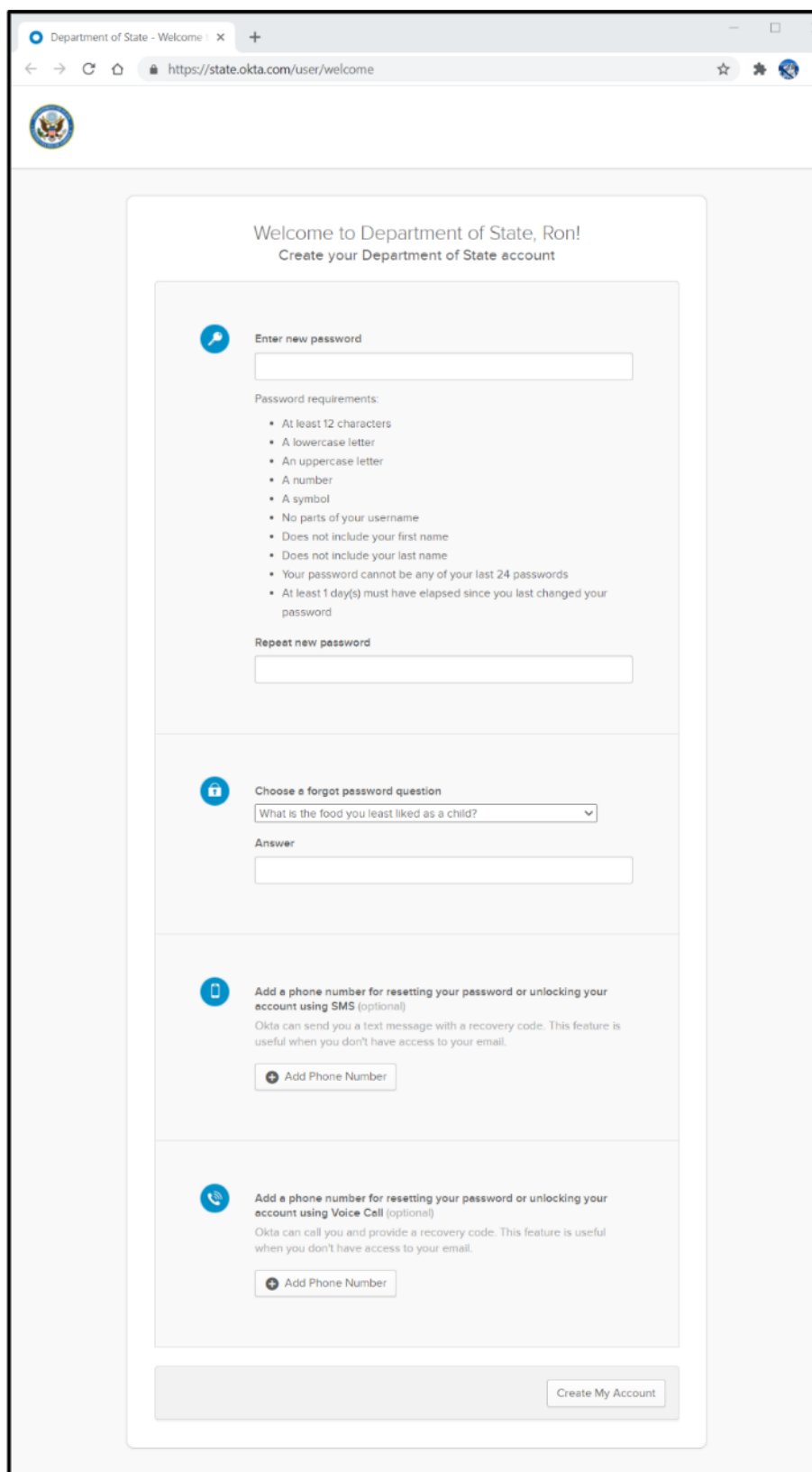


Figure 5: Okta Welcome Email Example



The screenshot shows a web browser window with the address bar displaying "https://state.okta.com/user/welcome". The page title is "Department of State - Welcome". The main heading is "Welcome to Department of State, Ron! Create your Department of State account". The form is divided into four sections:

- Enter new password:** A text input field for a new password. Below it, "Password requirements:" are listed:
 - At least 12 characters
 - A lowercase letter
 - An uppercase letter
 - A number
 - A symbol
 - No parts of your username
 - Does not include your first name
 - Does not include your last name
 - Your password cannot be any of your last 24 passwords
 - At least 1 day(s) must have elapsed since you last changed your passwordA "Repeat new password" text input field follows.
- Choose a forgot password question:** A dropdown menu with the selected option "What is the food you least liked as a child?". Below it is an "Answer" text input field.
- Add a phone number for resetting your password or unlocking your account using SMS (optional):** A section with a brief description and an "Add Phone Number" button.
- Add a phone number for resetting your password or unlocking your account using Voice Call (optional):** A section with a brief description and an "Add Phone Number" button.

A "Create My Account" button is located at the bottom right of the form.

Figure 6: Okta Welcome Page – Create My Account

4. Enter a **new password**, and then **repeat it**.

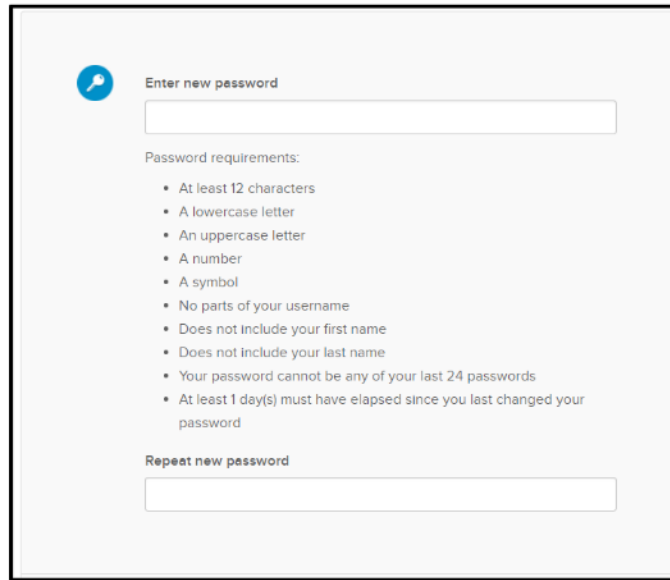
The screenshot shows the 'Enter new password' screen in the Okta interface. It features a blue circular icon with a white person silhouette. Below the icon is a text input field. Underneath the field, the text 'Password requirements:' is followed by a bulleted list of requirements: 'At least 12 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'A symbol', 'No parts of your username', 'Does not include your first name', 'Does not include your last name', 'Your password cannot be any of your last 24 passwords', and 'At least 1 day(s) must have elapsed since you last changed your password'. At the bottom, there is a label 'Repeat new password' and another text input field.

Figure 7: Okta – New Password

5. Select a **forgot password question** and enter your **answer**.

The screenshot shows the 'Choose a forgot password question' screen in the Okta interface. It features a blue circular icon with a white padlock. Below the icon is a dropdown menu with the text 'What is the food you least liked as a child?'. Underneath the dropdown is a label 'Answer' and a text input field.

Figure 8: Okta – Forgot Password Question and Answer

6. To setup a text message recovery, click the **Add Phone Number** button.

Note: This is optional and if you choose not to setup a text message recovery number, proceed to step 7.

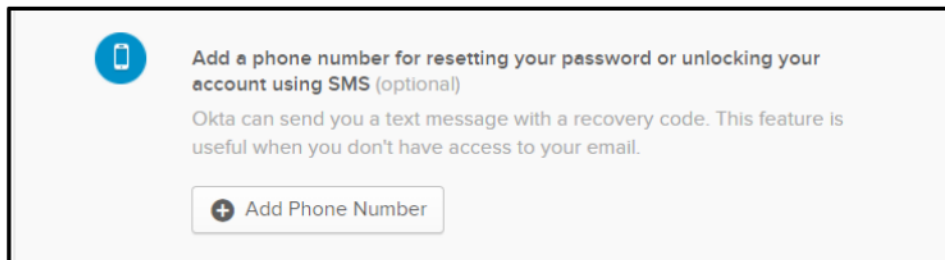
The screenshot shows the 'Add a phone number for resetting your password or unlocking your account using SMS (optional)' screen in the Okta interface. It features a blue circular icon with a white phone handset. Below the icon is a heading 'Add a phone number for resetting your password or unlocking your account using SMS (optional)' and a paragraph of text: 'Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.' At the bottom, there is a button with a plus icon and the text 'Add Phone Number'.

Figure 9: Okta – Text Message Recovery

- a. Enter your country and phone number and click the **Send Code** button. **Result:** A text message is sent to the number you entered, containing a code.

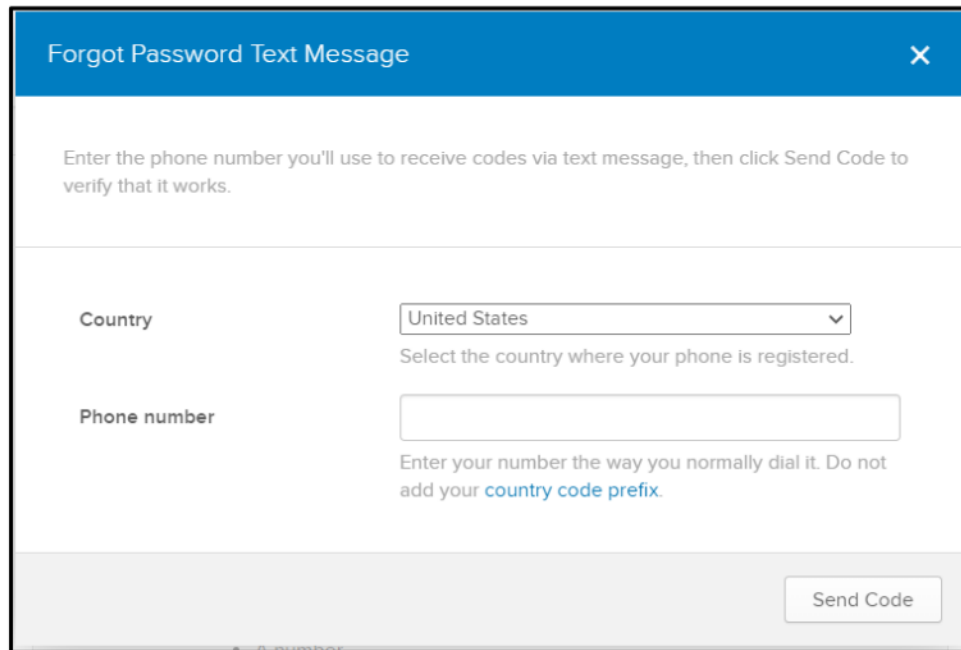


Figure 10: Okta – Forgot Password Text Message – Country and Phone Number

- b. Enter the code when prompted and click the **Verify** button.

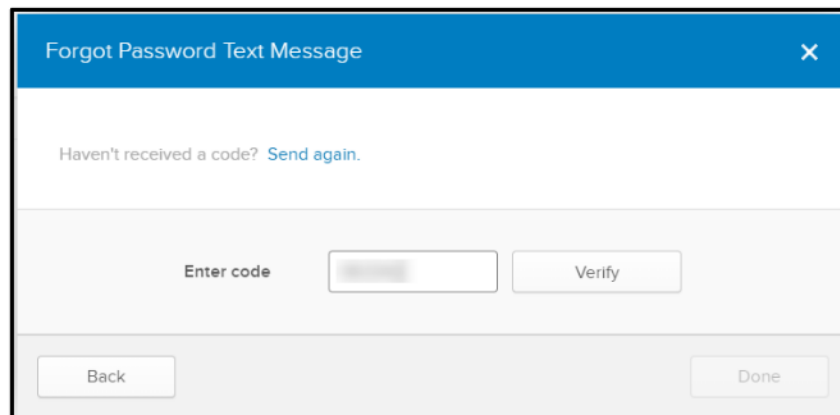


Figure 11: Okta – Forgot Password Text Message – Enter Code and Verify

- c. After the code has been verified, click the **Done** button.

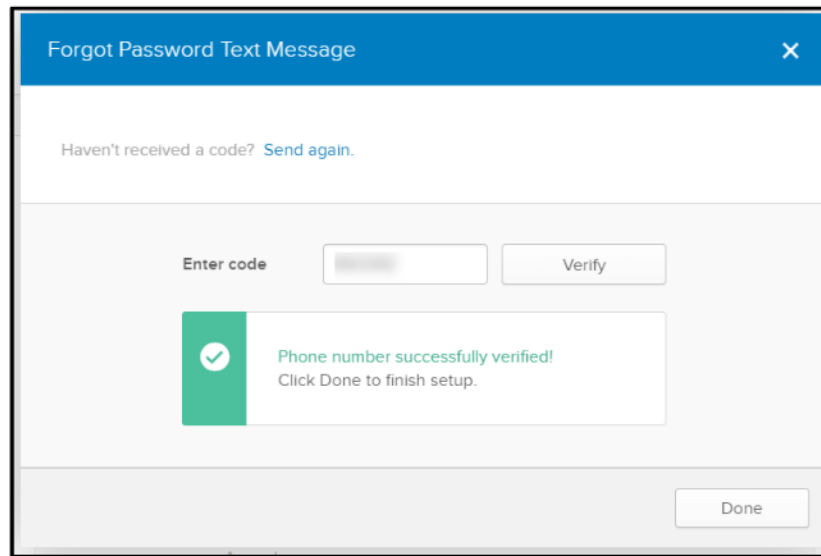


Figure 12: Okta – Forgot Password Text Message – Successfully Verified

7. At the bottom of the web page, click the **Create My Account** button. **Result:** The multifactor authentication (MFA) window appears.



Figure 13: Okta – Create My Account Button

8. Under Okta Verify, click the **Setup** button.

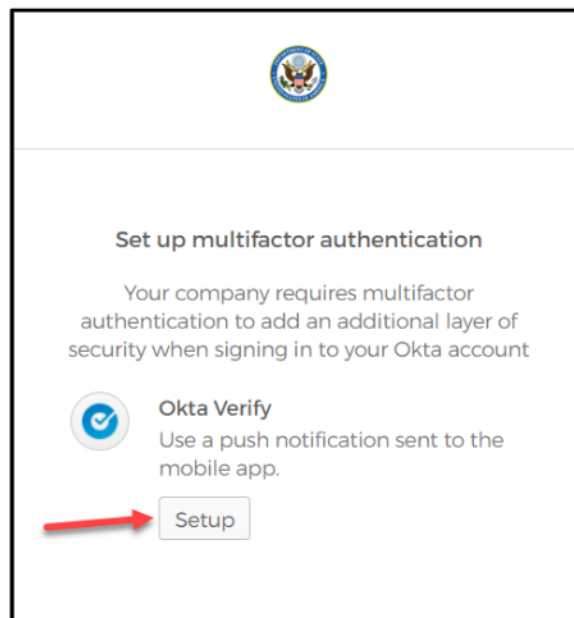


Figure 14: Okta – Set Up Multifactor Authentication

9. Select the type of phone you are using.

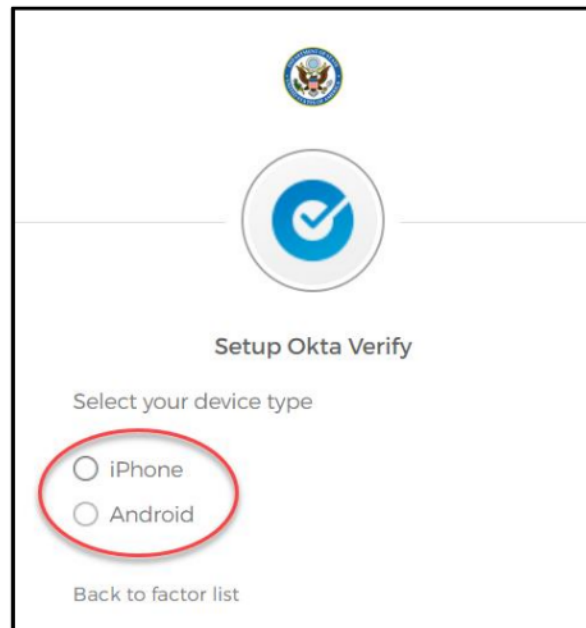


Figure 15: Okta – Setup Okta Verify

Note: If you have not already performed step 1 to download the Okta Verify app, then download the Okta Verify app onto your phone.

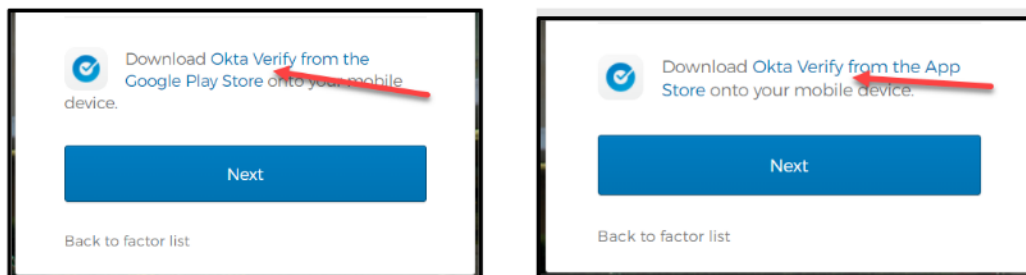


Figure 16: Okta – Download Links

10. Click the **Next** button. **Result:** A QR code appears.

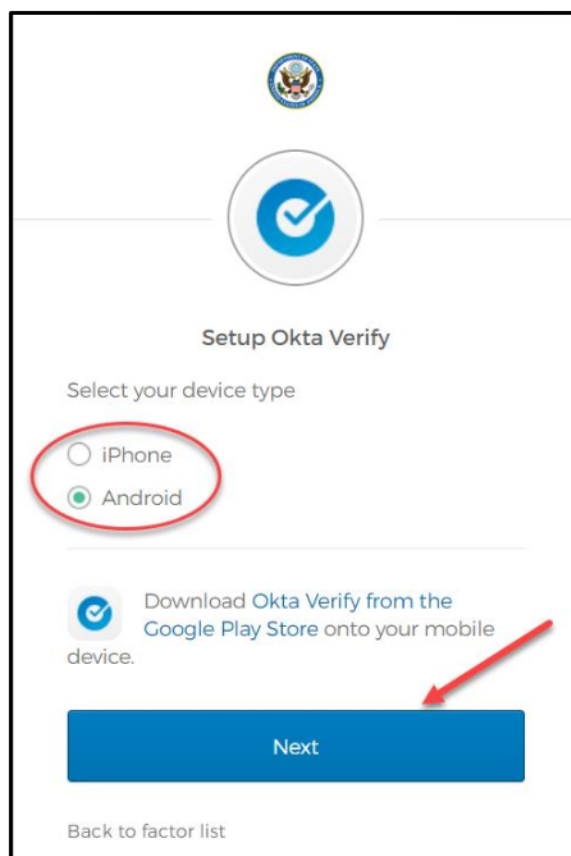


Figure 17: Okta – Setup Okta Verify – Next Button

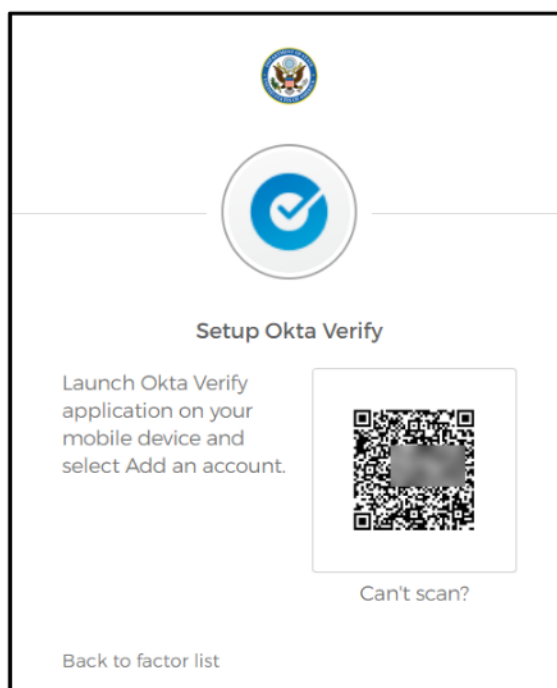


Figure 18: Okta – Setup Okta Verify – QR Code

11. On your smartphone, **open** the **Okta Verify** app.

12. Click **Get Started**, **Next**, **Add Account**, **Organization**, then **Scan a QR code**.
13. Make sure you allow access to your camera and let the camera focus on the QR code displayed on your computer/tablet. **Result:** Your device is enrolled.

Note: You should be logged in, but if you are not, proceed to Section 3 Accessing BIDS.

Important: If a user is inactive with their account for 60 days, they will need to reset their Okta Verify MFA account, which means going through the entire BIDS registration process again.

3. Accessing BIDS

To access BIDS, perform the following procedures.

3.1 Logging into BIDS

1. Use a Google Chrome web browser to navigate to the BIDS application at <https://bids.state.gov>. **Result:** The BIDS Landing Page appears.

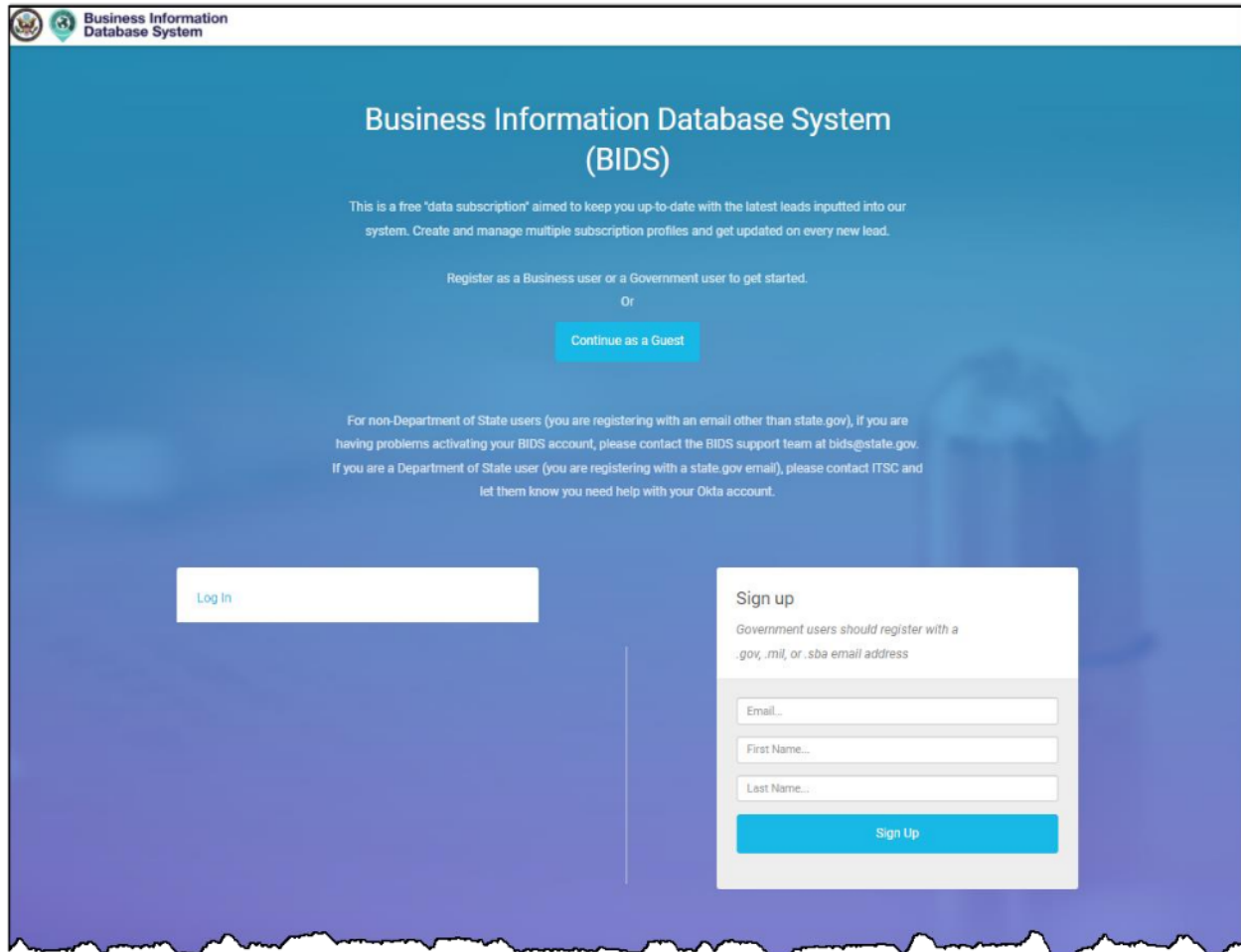


Figure 19: BIDS Landing Page

2. Click the **Login** link. **Result:** Here is what happens, depending upon the situation:
 - a. If you are already logged into DOS Okta, the BIDS Home Page appears, and you may begin using the BIDS app.
 - b. If you are NOT logged into DOS Okta, you are prompted to login. (Proceed to Section 0.) Once you login to Okta, then the BIDS Home Page appears.

3.2 Logging into DOS Okta

If you are prompted to login to DOS Okta (<https://state.okta.com>), the following interface appears.

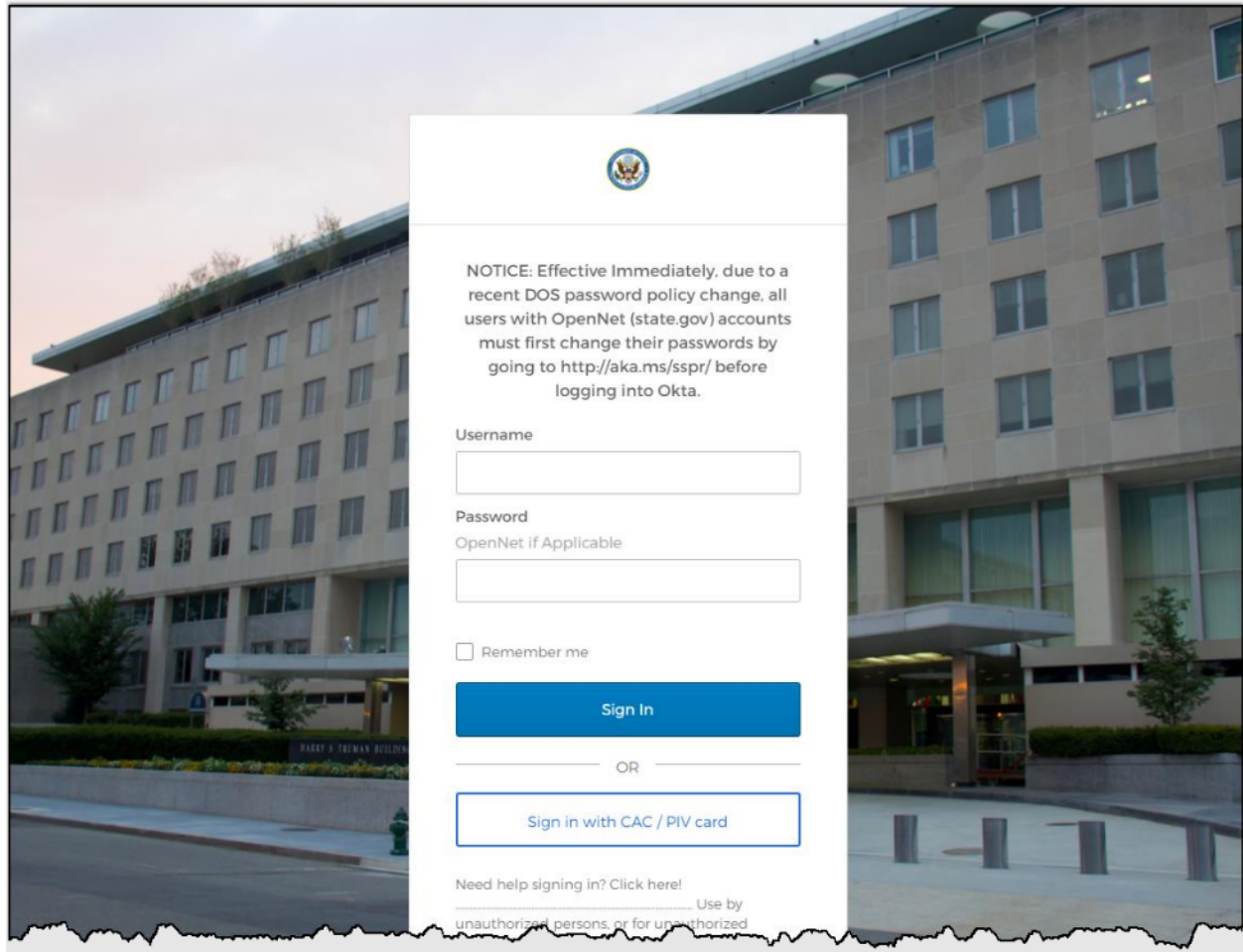


Figure 20: Okta – Sign In – Username

1. Enter your **Username** and **Password**.

Note: For Government and Business users, you will enter the username created during the BIDS registration process (Section 1 of this guide) and password created during the Okta enrollment process (Section 2 of this guide).

2. Click the **Sign In** button. **Result:** If your username and password have been verified, the Okta Verify screen appears with a Send Push button.

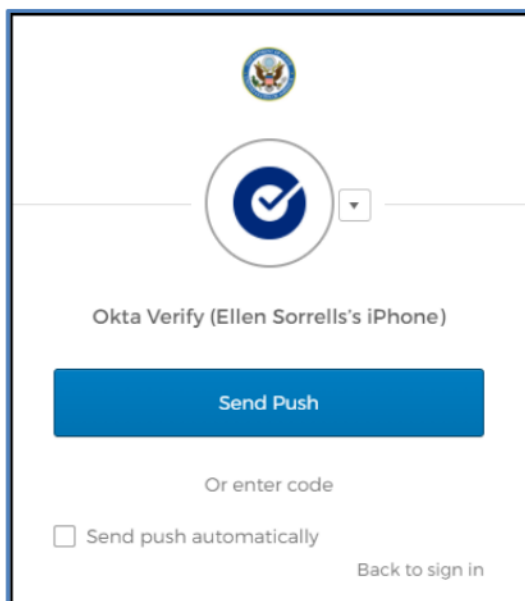


Figure 21: Okta – Okta Verify – Send Push Button

- Click the **Send Push** button. **Result:** A multi-factor authentication (MFA) is sent to your mobile device's Okta Verify app, plus the webpage updates with a Push sent! button.

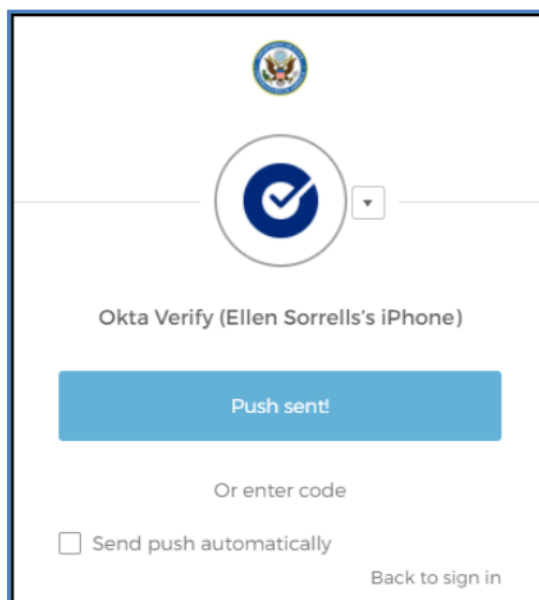


Figure 22: Okta – Okta Verify – Push Sent!

- On your mobile device which you registered with Okta Verify, after you receive the push notification, click the **Yes, it's me** option. **Result:** You are now logged in and redirected back to BIDS.